

FIG. 1

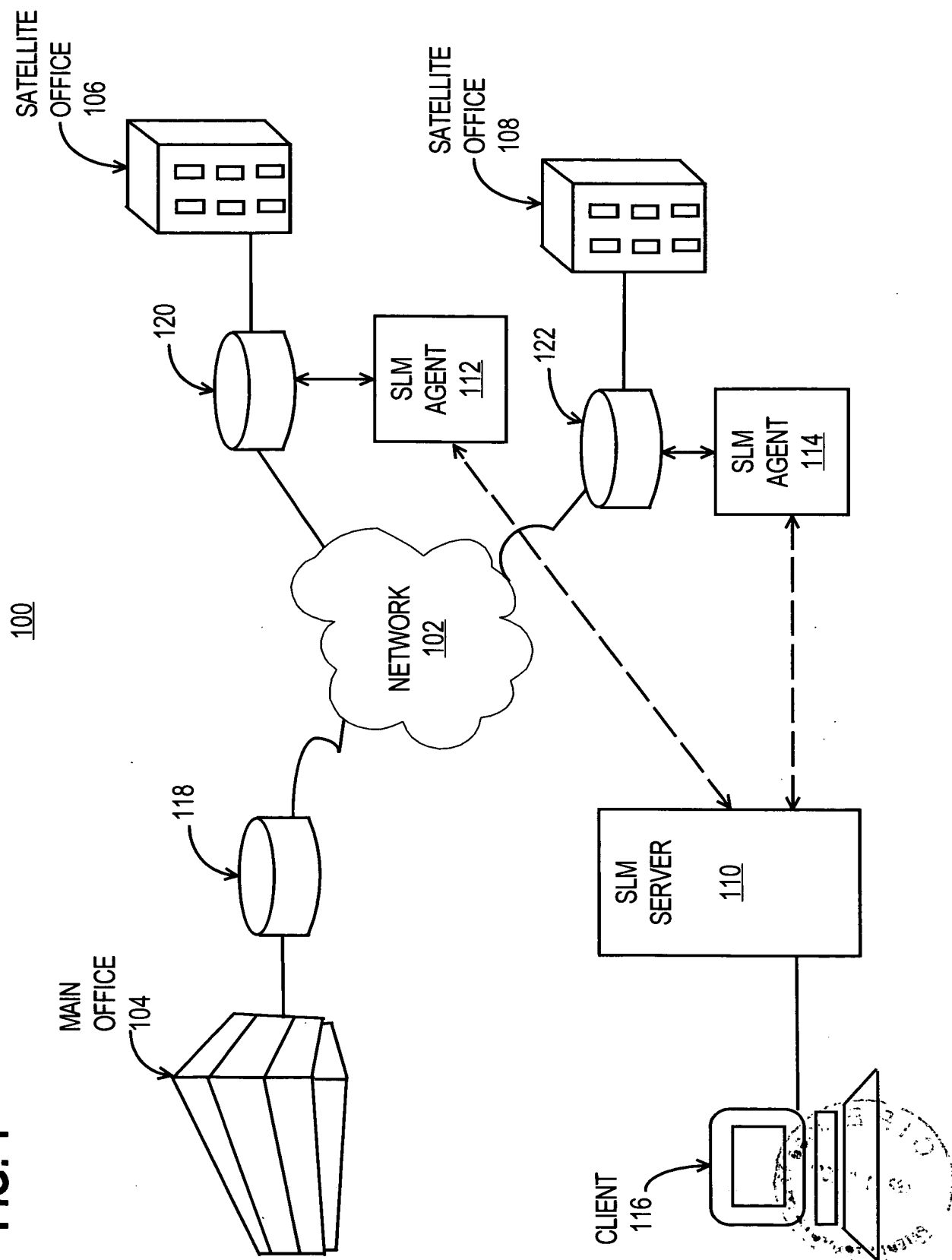


FIG. 2A

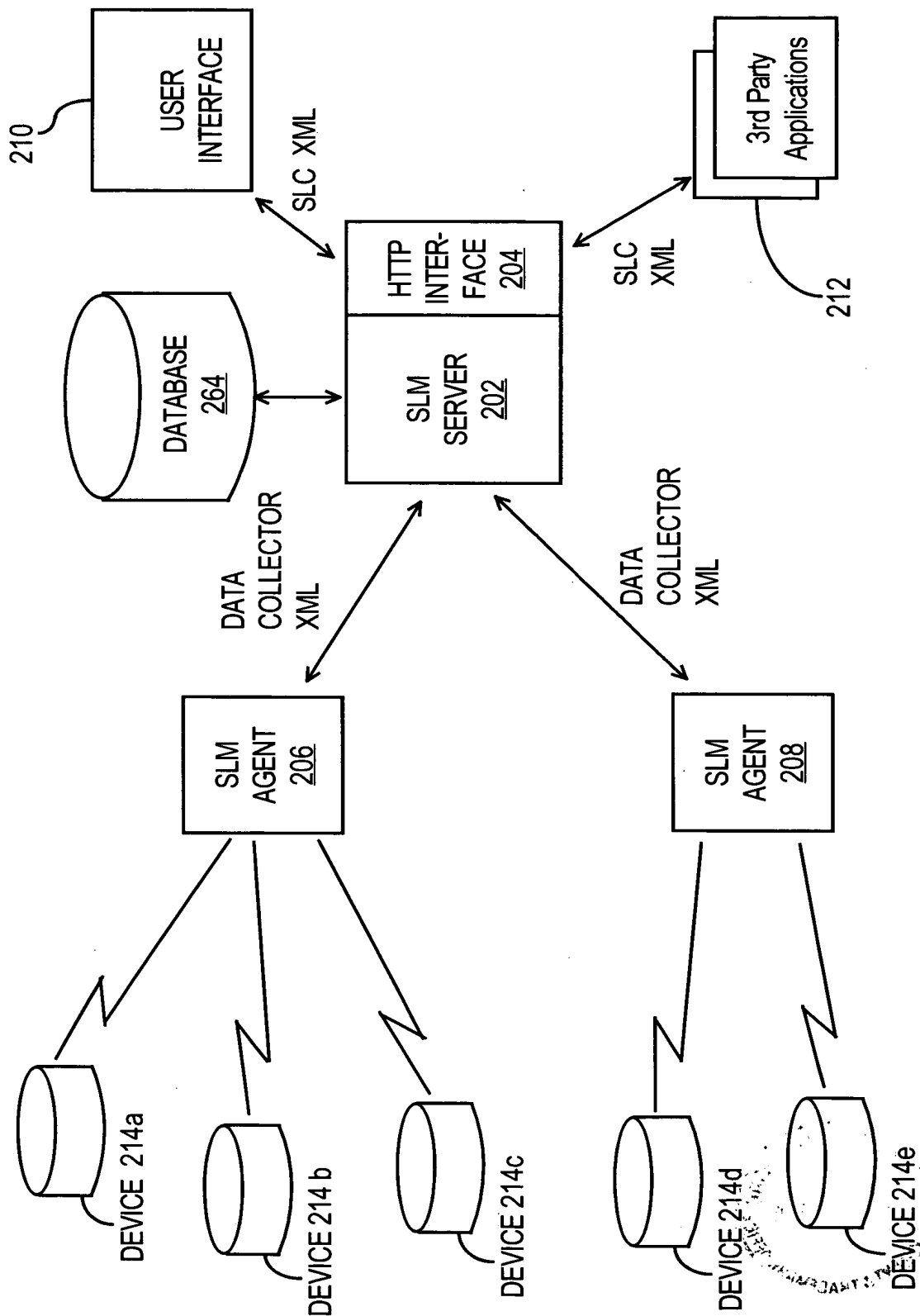
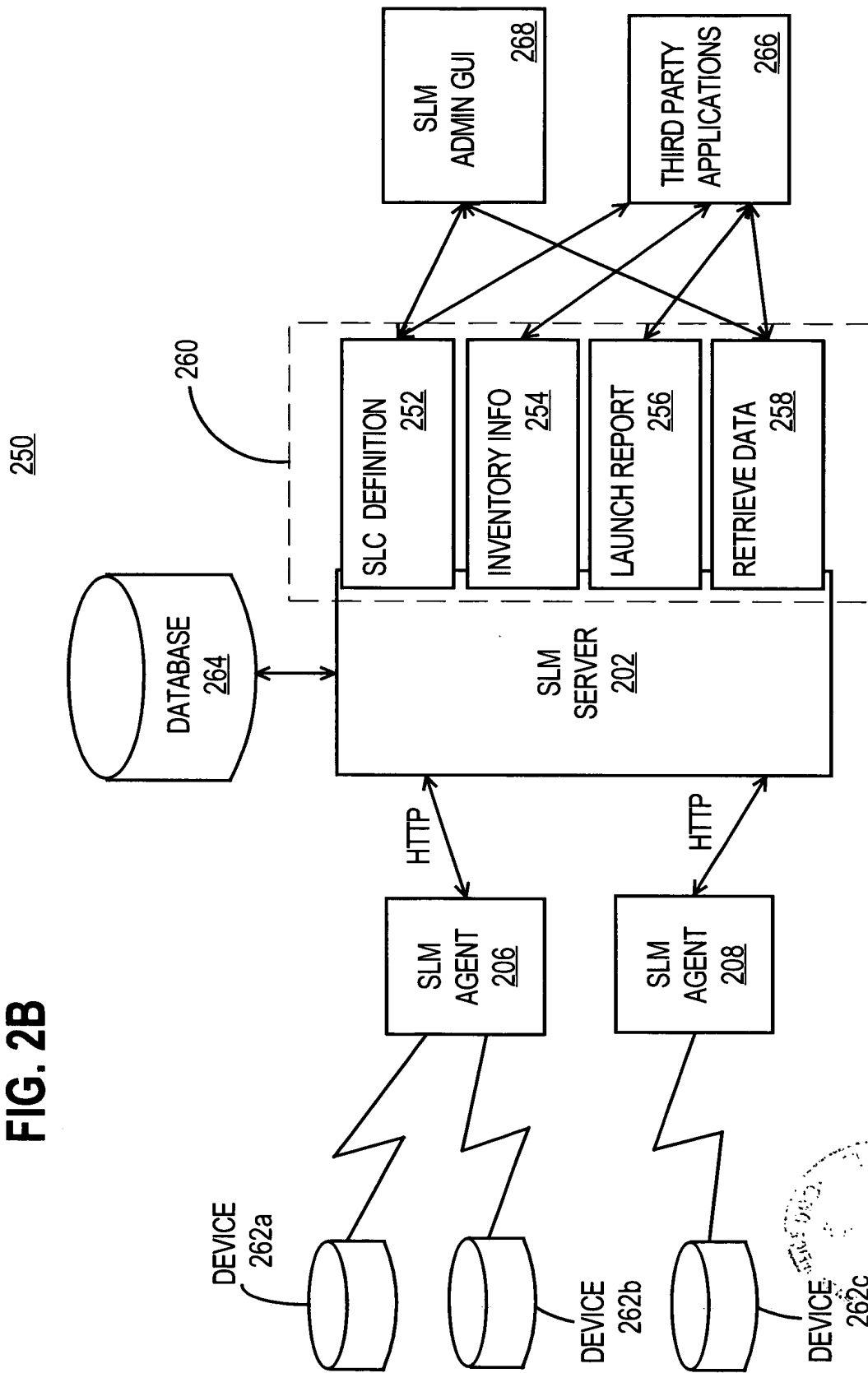


FIG. 2B



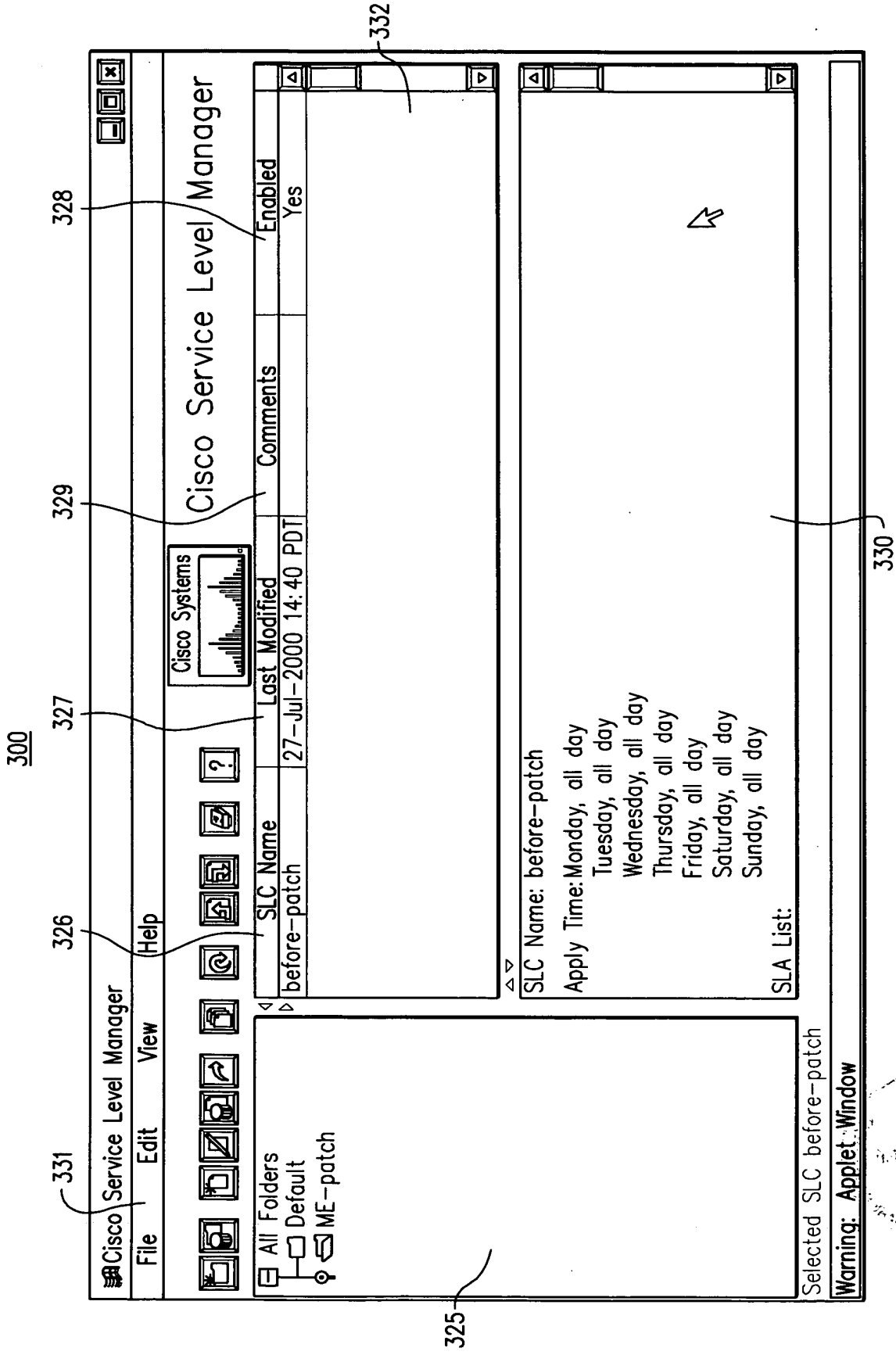


FIG. 3A

302

337

338

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353

Define SLC in Folder Default

Define SLC in Folder Default

Name

Sample Service Level Contract

Comments

An SLC represents a contract between a provider of service (e.g. an ISP or IT organization) and a service consumer.

SLC Applies

Mon	Tue	Wed	Thu	Fri	Sat	Sun
All day ▾	All day ▾	All day ▾	All day ▾	All day ▾	All day ▾	All day ▾
All day ▾	All day ▾	All day ▾	All day ▾	All day ▾	All day ▾	All day ▾

From

To

SLA Items in This SLC

New

Edit

Delete

SLA Name

Type

Comments

Round trip latency

Round trip response-ICMP

Tests latency between each branch...

Apply

OK

Cancel

Help

SLC edit in progress

Enabled ☒

FIG. 3B

303

Define SLA - Round-Trip Response

SLA Wizard

☒ 1. Define SLA Name

☐ 2. Select Device Pairs

☐ 3. Define Thresholds

Define SLA

Round trip latency

Tests latency between each branch office

5 minutes

ICMP Echo

28

0

Back

Next

Cancel

Help

FIG. 3C



305

**Define Thresholds - Round-Trip Response & Network Services**

SLA Wizard

☒ 1. Define SLA Name

☒ 2. Select Device Pairs

☒ 3. Define Thresholds

Legend

☒ Valid Data

☒ Invalid Data

☐ No Data

Apply Mon all day, Tue all day, Wed all day, Thu all day, Fri all day, Sat all day, Sun all day

Round-Trip Latency

Daily Threshold

Latency shall not exceed

200

milliseconds average per hour.

Monthly Threshold

Latency shall not exceed

200

milliseconds average per day.

Availability

Monthly Threshold

Daily average availability shall be at least

99.0

percent of a day.

Yearly Threshold

Monthly average availability shall be at least

99.0

percent of a month.

Back

Finish

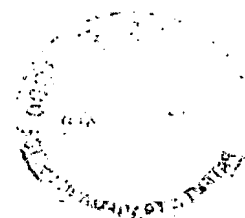
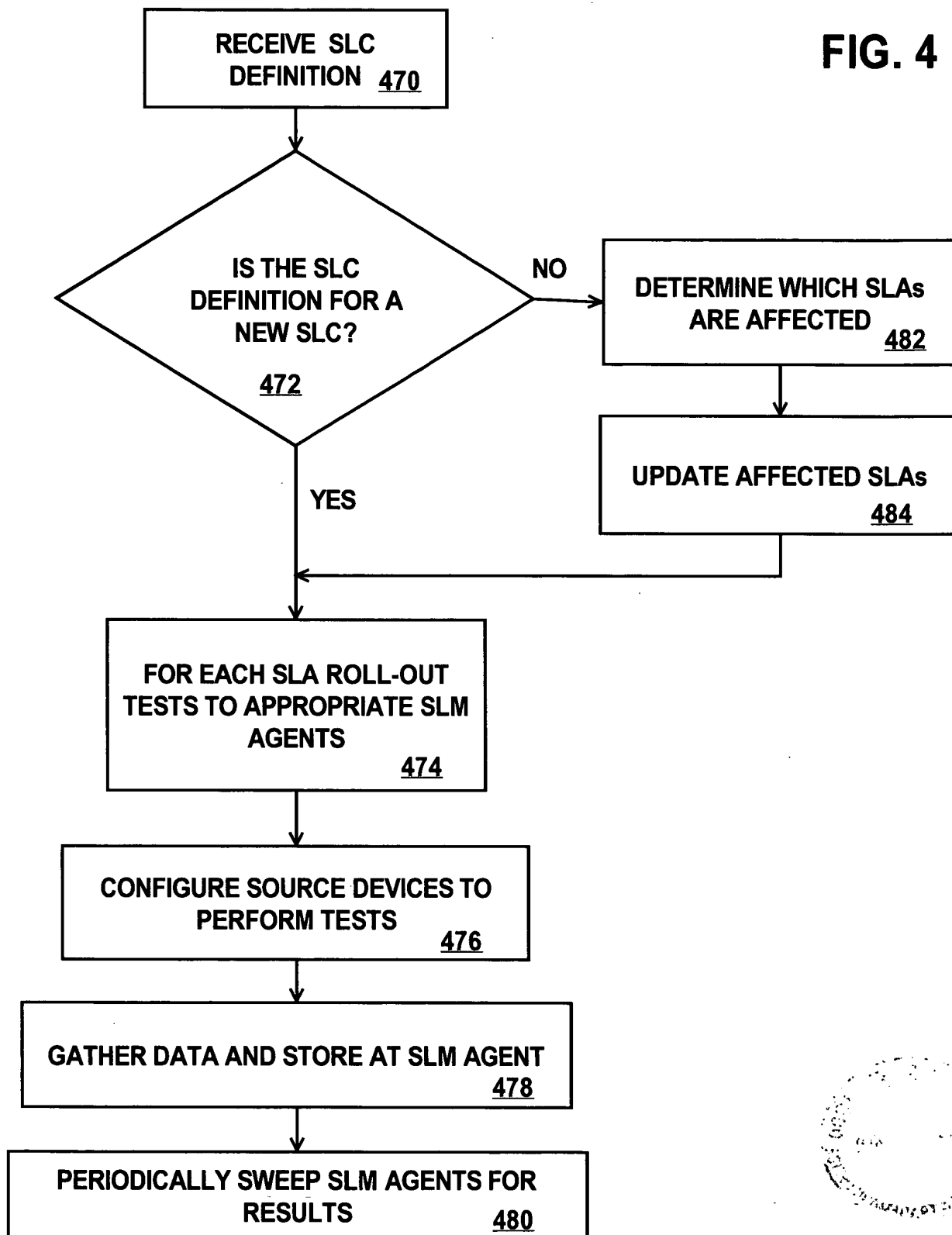
Cancel

Help

FIG. 3E



**FIG. 4**



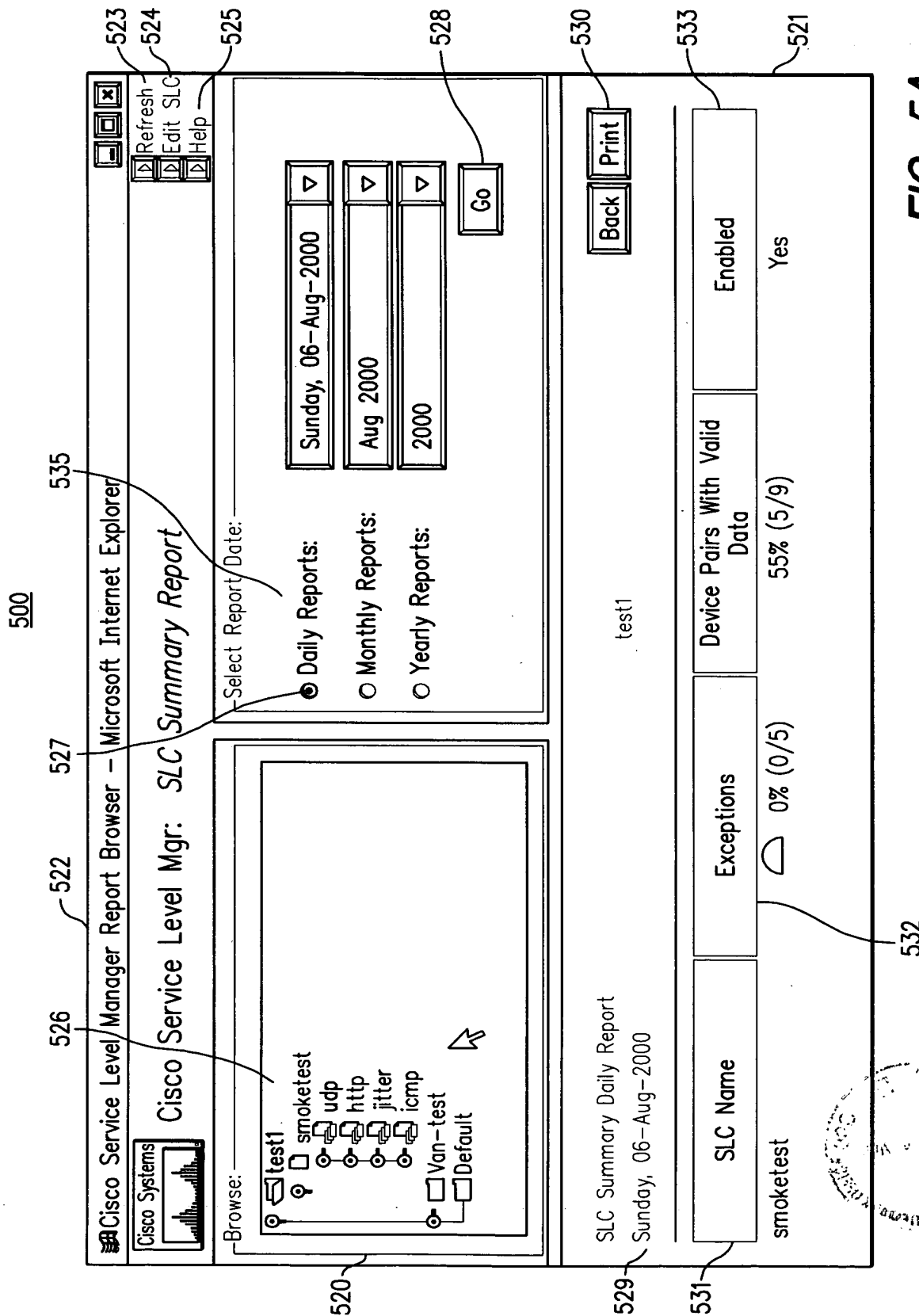


FIG. 5A

501

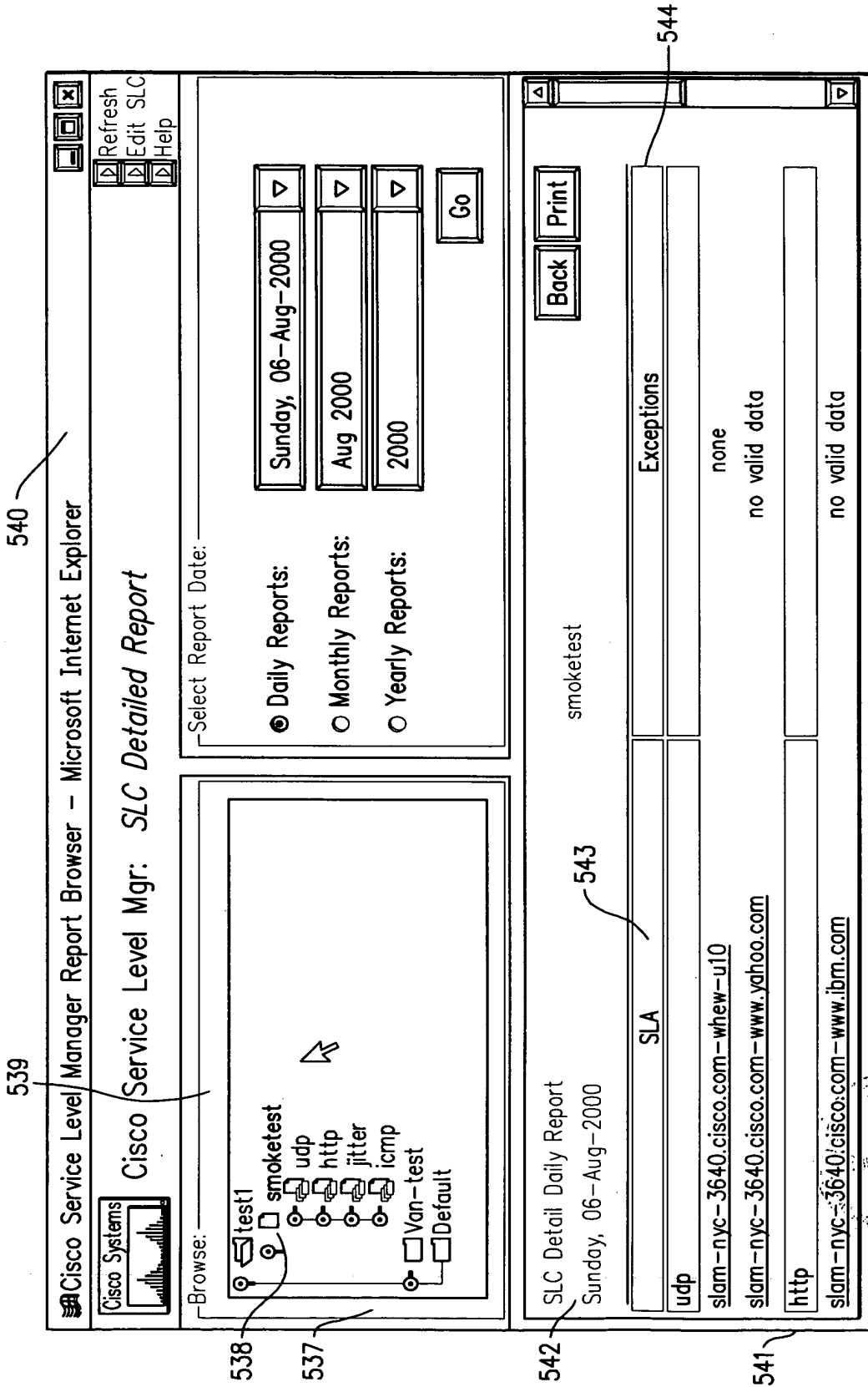


FIG. 5B



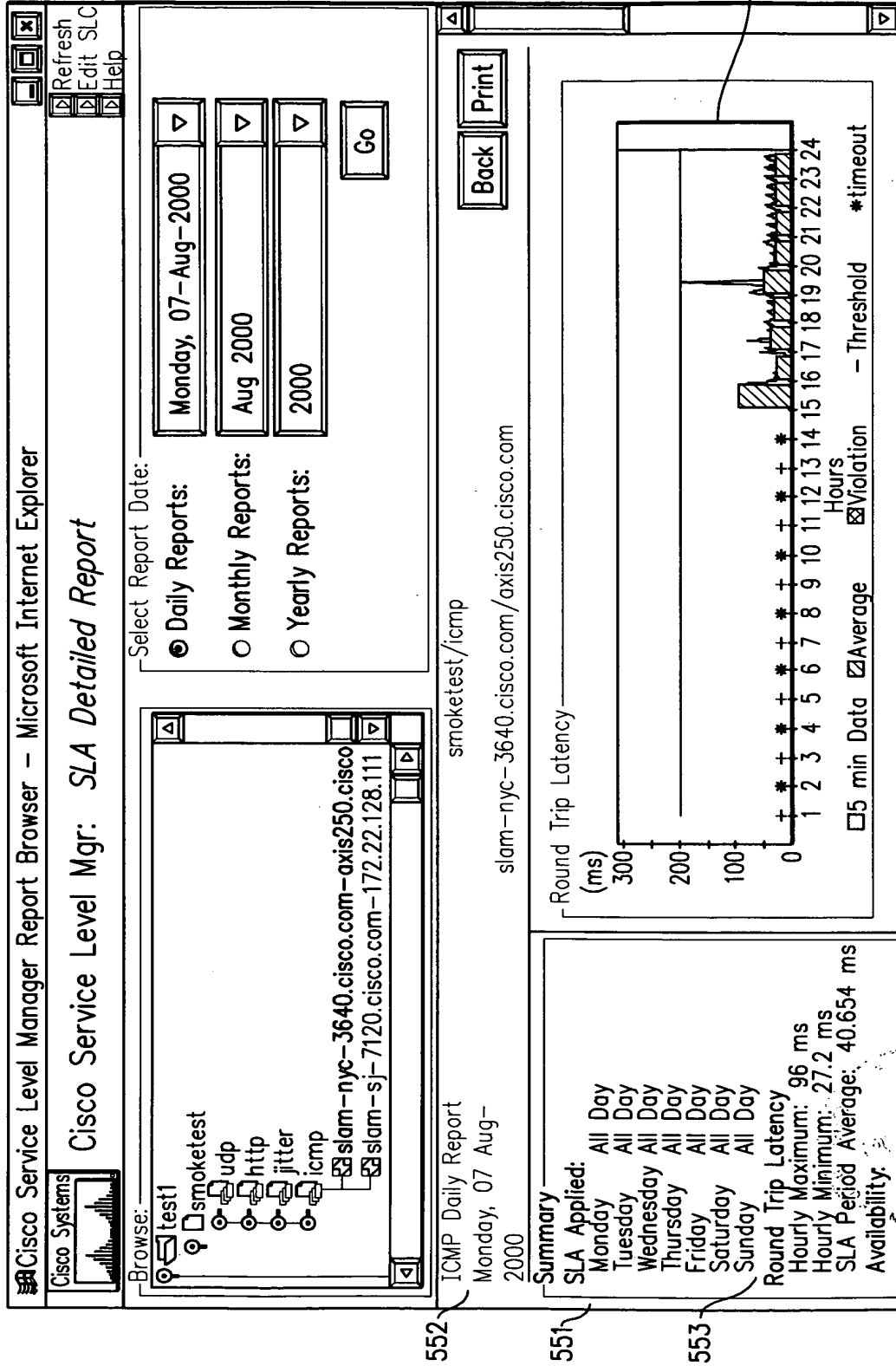


FIG. 5D

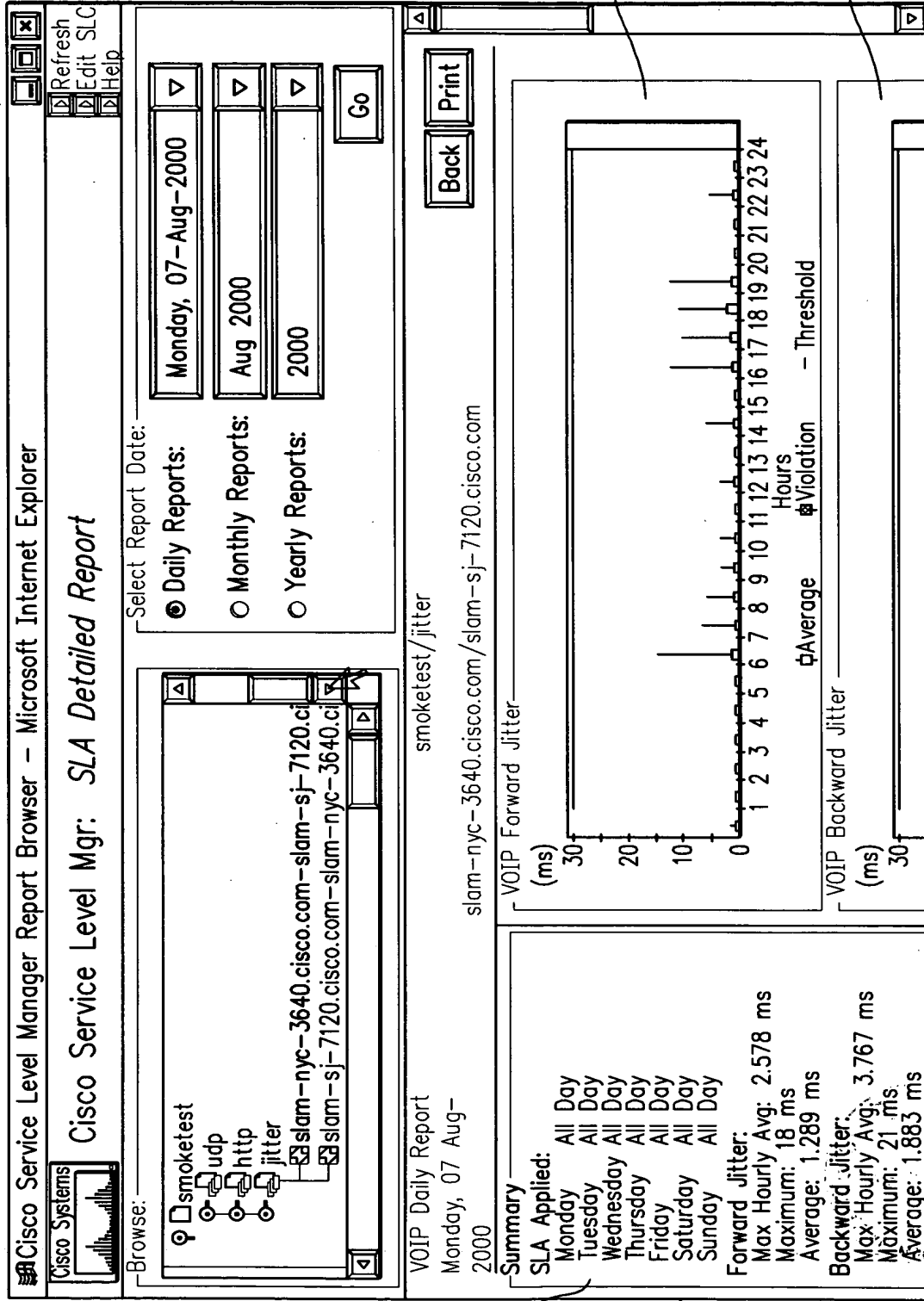
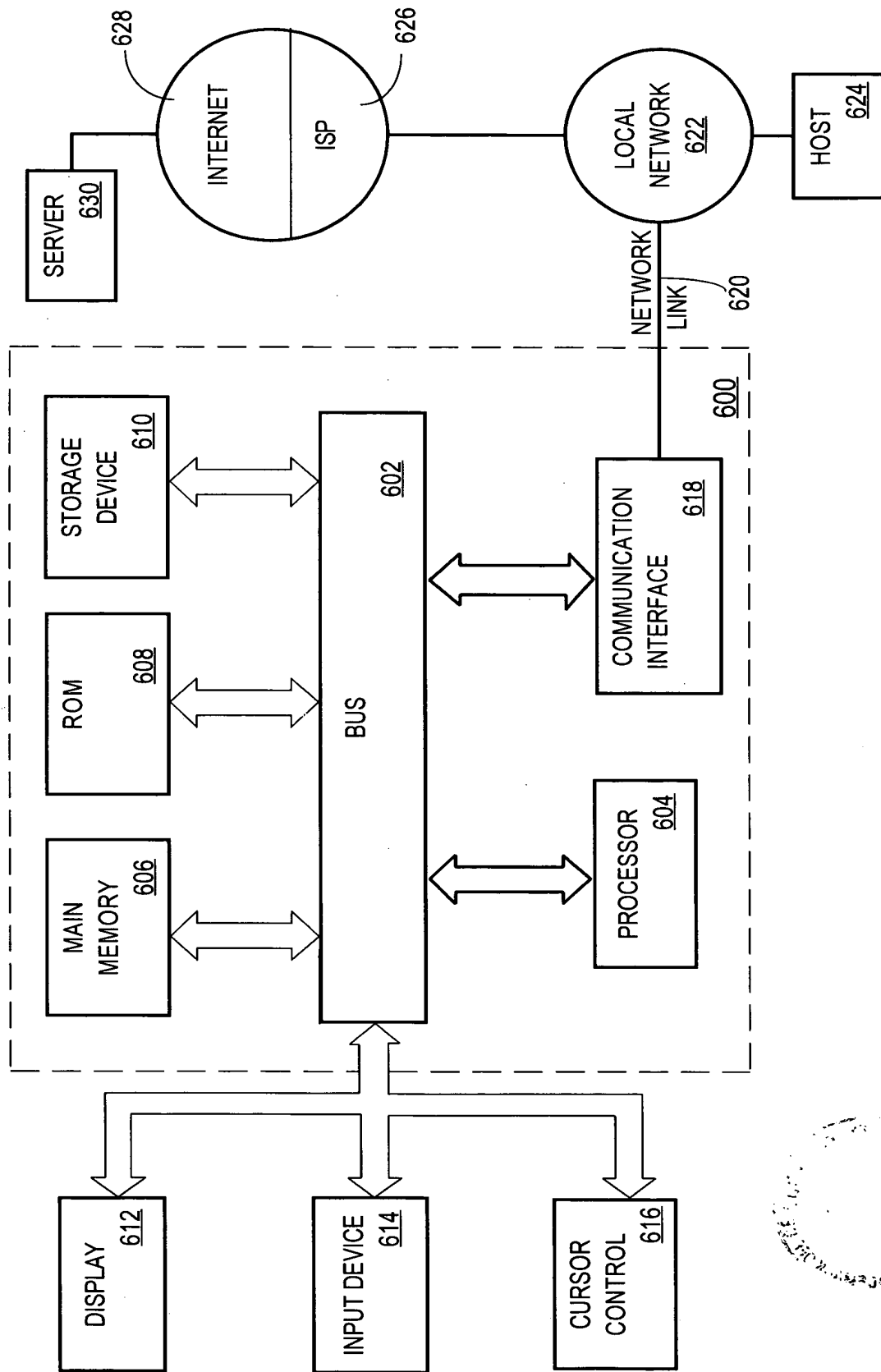


FIG. 5E

FIG. 6



# FIG. 7

700

